



CUSTOMER SUCCESS STORY

Singapore Management University

A smart solution for a world-class institution

Challenge

The Singapore Management University (SMU) is home to over 12,000 students across undergraduate, postgraduate professional and postgraduate research programmes, and its seminar rooms are used for up to 15 hours a day. Faculty and instructors utilize Learning Space Technologies to conduct classes, hence microphones need to be fully charged before classes begin. When battery levels are low, onsite agents from IT support are tasked to replace batteries immediately. Therefore, being able to monitor the battery life, gain level, as well as EQ settings of the microphones remotely to ensure that they are always ready has been critical, especially during the COVID-19 pandemic when online classes were conducted.

Solution

100 channels of SpeechLine Digital Wireless were installed across 5 buildings on the SMU campus. The microphone system, which is controlled via the Control Cockpit Software, solved the problem of sudden and unexpected battery failure as well as the constant need to replace batteries. With this upgrade, SMU has a stable and reliable audio-visual environment that can provide an outstanding audio experience for its students and employees.

[Full Story here >](#)

“We really appreciate that the Control Cockpit Software is able to send email notifications to various pre-assigned personnel and email addresses when different issues arise. This allows us to promptly attend to and resolve the issues. The host PC sends out information on schedule and is very reliable. This is especially beneficial for a team that is often on the go and may be far from the seminar rooms.”

Jacob Teo, Senior Technology Solutions Engineer, Integrated Information Technology Services, SMU

FACTSHEET

Products installed	100 channels of SpeechLine Digital Wireless, Control Cockpit Software
Country	Singapore
Region	APAC
Industry	University
Profile	Established in 2000, Singapore Management University (SMU) is recognised for its disciplinary and multi-disciplinary research that address issues of global relevance, impacting business, government, and society. Its distinctive education, incorporating innovative experiential learning, aims to nurture global citizens, entrepreneurs and change agents. Through its city campus, SMU focuses on making meaningful impact on Singapore and beyond through its partnerships with industry, policy makers and academic institutions.